BUSINESS PROCESS OPTIMIZATION

VERTEK

Applied process optimization leveraging more than 20 years of practical industry experience

WHY VERTEK BUSINESS PROCESS OPTIMIZATION [VBPO]

- Achieve Quantifiable Operational Improvements
- Create, Optimize and Model Processes
- Minimize Risks Related to New Service Launches
- Attain Independent Business and Operational Perspectives
- Leverage Skilled Domain Expertise

VBPO

Vertek Business Process Optimization is a high-value business consulting solution that provides communication providers with the most innovative, cost-effective means—from pre-sales to billing—to successfully complete projects, improve service and boost financial performance.

GAIN

EFFICIENCY | COST SAVINGS | OBJECTIVITY

VBPO PROVIDES

- Objective analysis with recommendation based on best practices
- Increased data integrity within operations and business processes
- Review of processes, controls and documentation
- Advanced computer models to represent existing and 'what if' processes
- Organization, system and process recommendations
- Ability to trial solutions in Vertek centers prior to implementation at client

By bringing unsurpassed, strategic thinking and planning, in-depth resources, and extensive experience, Vertek helps to correct inefficient processes or create entirely new ones. You will benefit from our industry experience, advanced modeling tools, service development, operations, and network and systems management processes.

THE APPROACH

BASELINE:

- Create initial business case for transformation
- Establish end goals and metrics
- Conduct review of current processes, controls and documentation
- Measure cycle intervals and time-on-task
- Map data flows, organizations and systems
- Document Level 1 – Level 4 processes

VERTEK BUSINESS PROCESS OPTIMIZATION

- Analysis of Current & Proposed Processes
- Computer-Generated Process Modeling
- Issue Identification & Resolution Guidance
- System/Process Optimization

ANALYZE & MODEL:

- Construct sophisticated computer models to represent the current operations
- Identify process deficiencies and root causes
- Build "what-if" scenarios to test differences between competing alternatives
- Compare existing processes against industry best practices and standards formats

OPTIMIZE & EXECUTE:

- Recommend organizational, system and process changes
- Conduct alpha trials to test new processes and systems
- Perform follow-up data analysis to achieve desired results
- Measure, document and report results
- Establish advanced process management systems for user communities
- Project manage system changes and implementations

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